

How to Talk About AI Use

Tabletop Exercises

Practice scenarios to build confidence and consistency when communicating about AI with staff, people supported, and families.

ASK THE QUESTION ABOUT THE NEED
(PROBLEM WE'RE TRYING TO SOLVE)

TABLETOP EXERCISE 1: DISCOVERING AI WITH STAFF

Scenario:

Your agency is launching an AI tool that summarizes daily progress notes to reduce paperwork time. Some staff are worried that it will replace their documentation role or lead to misunderstandings.

Discussion Questions:

- How would you explain to staff what AI is doing in this case?
- What simple sentence could you use to reassure them about job security and human review?
- How can you emphasize that AI supports their work, not replaces it?
- What policies or practices can you highlight to build trust in this tool?

Helpful Hint:

"AI helps us summarize notes and spot trends; staff always reviews the results."

TABLETOP EXERCISE 2: TALKING ABOUT AI WITH PEOPLE SUPPORTED AND FAMILIES

Scenario:

Your agency is piloting an AI tool to draft parts of staff action plan recommendations to save time and improve consistency. A person supported and their family ask, "What does AI mean and how does it affect me?"

Discussion Questions:

- How would you explain AI in plain language to them?
- What reassurance can you provide about their role and rights in the process?
- How can you emphasize that AI supports their voice and choice, not replaces it?
- What sentence could you use to invite ongoing questions or concerns?

Helpful Hint:

"Nothing about you, without you; AI supports your voice, it doesn't replace it."

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TABLETOP EXERCISE 3: USING AI TO TRANSCRIBE AND SUMMARIZE MEETINGS

Scenario:

Your team begins using an AI tool to transcribe team meetings and generate summaries for absent staff and documentation records. Some staff worry about privacy and accuracy.

Discussion Questions:

- How would you explain what the AI tool does in this context?
- What sentence could you use to reassure staff about how transcriptions are stored and who can access them?
- How will you emphasize human review of AI-generated summaries before sharing them?
- What policy or consent considerations should be in place when recording meetings?

Helpful Hint:

"AI helps us capture meeting notes efficiently, but staff reviews and edits all summaries before sharing."

TABLETOP EXERCISE 4: INTRODUCING A CHATBOT AGENT FOR FAQs

Scenario:

Your agency is piloting a secure AI chatbot to answer common questions from staff about HR policies and from families about general agency services. Some people worry about getting incorrect or impersonal responses.

Discussion Questions:

- How would you introduce the chatbot's purpose to staff or families?
- What reassurance could you give about human follow-up for complex or sensitive issues?
- How can you phrase that the chatbot is an assistant, not a replacement for talking to a person?
- What process should be in place if someone gets a confusing or wrong answer from the chatbot?

Helpful Hint:

"This chatbot gives quick answers to common questions, but you can always reach a person for more help."